



STATE OF TENNESSEE
DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
CITIZENS PLAZA, 10TH FLOOR
400 DEADERICK STREET
NASHVILLE, TN 37243

MEMO # 197

TO: DIDD Contracted Providers

FROM: Debra K. Payne, DIDD Commissioner

A handwritten signature in black ink, appearing to read "Debra K. Payne", is written over the printed name.

DATE: June 13, 2014

SUBJECT: Home Visits by DIDD Investigators

Some of you were told in 2012 that as a component of Regulatory Relief, DIDD Investigators would no longer make visits to the homes of persons supported when the incident under investigation happened at a different location. DIDD is aware of the importance of this commitment to providers.

We believe that providers recognize that under some circumstances, home visits should still occur when an Investigator has legitimate questions about the home environment. An obvious example would be when an allegation is made by the person supported or staff of A/N/E which occurred at the home. If at the time of the incident a person was not staffed appropriately, this might also require a home visit. If the person's appearance reveals signs of possible abuse or neglect, this too could prompt a home visit.

However, the Department also acknowledges that home visits are not always necessary when the incident occurred elsewhere, and that the visit may cause inconvenience or additional staffing expense to the provider. Therefore, investigators will not visit the home unless it is warranted.

I hope that providers will understand that this approach balances the Department's obligation to investigate fully incidents involving the persons we support with the legitimate needs of the providers to avoid unnecessary time and expense. I think this is a fair accommodation to both sets of concerns. If you have any questions or comments, please feel free to contact Theresa Sloan or Fredrick Zimmermann.